IT Support Officer＜L1/L2 Technical Support＞Akasaka Office

JLPT N1 level is mandatory

募集職種

採用企業名
Commtech Asia Japan 株式会社

求人ID
1567315

業種
その他（不動産・土木建設）

会社の種類
中小企業 (従業員300名以下) - 外資系企業

雇用形態
正社員

勤務地
東京都 23区, 港区

最寄駅
南北線、 溜池山王駅

給与
経験考慮の上、応相談

勤務時間
8:30～17:30（休憩60分）

休日・休暇
完全週休2日制（土・日）、祝日、夏季休暇、年末年始休暇 等

更新日
2025年12月29日 02:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
日常会話レベル (英語使用比率: 50%程度)

日本語レベル
ネイティブ

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

Providing Tier-1 IT support and managing daily IT operations, ensuring smooth technology services for our Tokyo and Osaka offices, including but not limited to the items listed below.

【Job Duties & Responsibilities】

●End-User Support
· Provide Tier-1 IT support for hardware, software, and network issues
· Troubleshoot and resolve day-tod-day PC and peripheral problems
· Install, configure, and maintain Microsoft 365 apps (e.g., Outlook, Teams, Word, Excel,PowerPoint) on end-user computers

●Device Management
· Coordinate PC procurement and initial setup
· Manage iPhone rental and configuration with vendors
· Liaise with external vendors for repairs and maintenance

●Infrastructure
· Monitor and support office network connectivity in coordination with external vendors · Assist with printer and other office equipment troubleshooting

●System Integration & Administration

· Support Microsoft 365 administration tasks in collaboration with Group IT
· Explore opportunities for local tool integration (e.g., automation and AI systems)

●Staff Onboarding & Offboarding

· Ensure proper IT setup for new employees, including devices and accounts
· Support new employee onboarding, including PC and iPhone setup
· Handle offboarding processes, including account deactivation, device collection, and data security compliance

●Documentation & Reporting

· Maintain accurate records of IT assets and support activities
· Prepare reports for IT incidents and escalate complex issues to Group IT
· Perform any other duties assigned by Head of Department/Director that may arise

---

スキル・資格

Requirements

- Degree in Information Technology, Computer Science, or related field · Experience in   multinational corporate environments preferred
- 2-3 years of IT support experience (Tier-1 or Tier-2)
- Fluency in both English and Japanese.
- Capability to perform tasks autonomously and handle multiple responsibilities concurrently

Personal Attribute
· Ability to interact with all people at all levels
· Resourceful, committed and reliable
· Able to work independently
· Strong interpersonal and communication skills with positive attitude

---

会社説明